

SmartBorder Shipper Manual

Video Tutorial: http://www.smartborder.com/newsb/topstories/client_side.htm

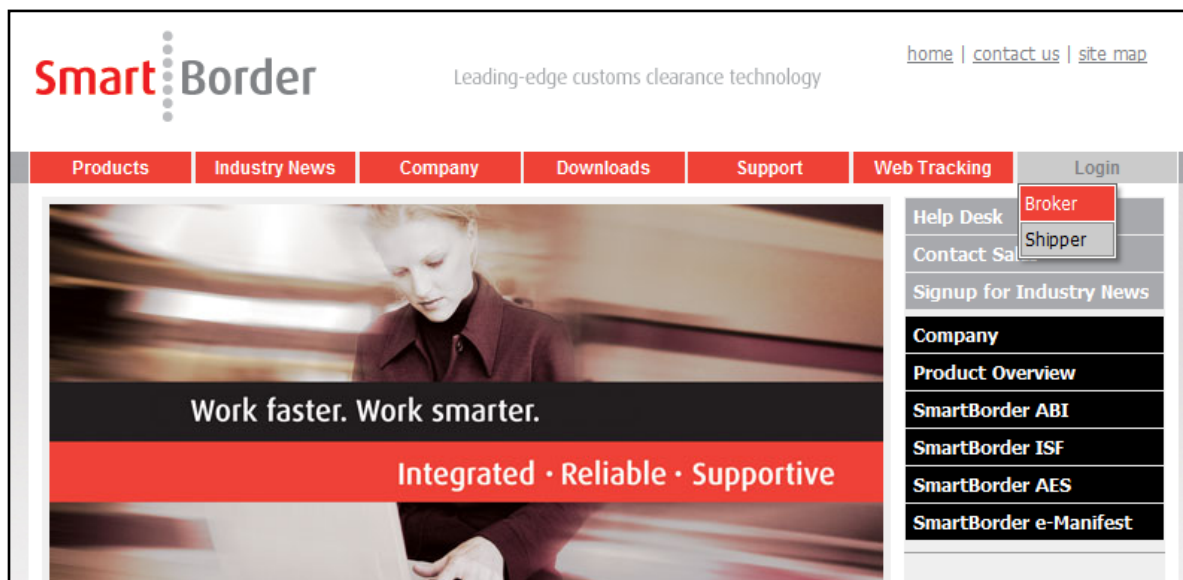
Welcome to SmartBorder Shipper

The SmartBorder shipper application was created to allow brokers to work directly with their shippers when processing their customs entries. Shippers can create proforma invoices that can be imported into the SmartBorder Broker application.

Many customers have requested we issue an updated user manual. In response, we have developed a manual that is current as of June 2010. The manual will be updated regularly, so be sure to check for the newest version. If you can't find the information you're looking for in the manual, check with your customs broker for help using the program.

Accessing SmartBorder Shipper

- In Internet Explorer, go to www.smartborder.com
- Click **Login, Shipper** in the top right corner



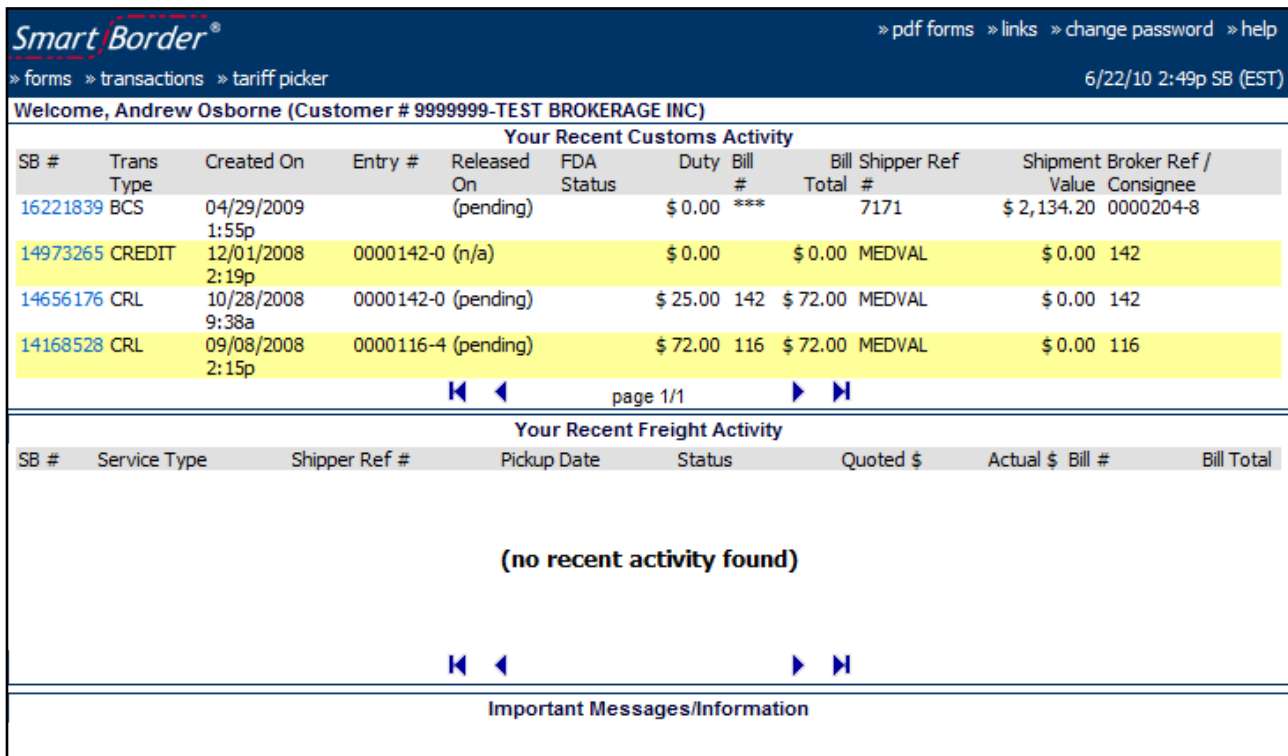
- Enter the filer code, login, and password. These are case sensitive
- Click **Login to SmartBorder**
- An update bar will appear that is downloading the most current SmartBorder information. The main SmartBorder screen will pop up after the downloading is complete.

Shipper Application How-To Video

- Click the link below to view a demo of the client side application of SmartBorder:
http://www.smartborder.com/newsb/topstories/client_side.htm
- You will need the Adobe Flash Player to view the demo. Please click here:
http://www.adobe.com/shockwave/download/download.cgi?P1_Prod_Version=ShockwaveFlash&promoid=BIOW

Shipper Application Main Screen

The Main Screen is the gateway to utilizing the SmartBorder Shipper Software. This contains links to the main modules of the application, as well as recent activity and important messages.



The screenshot shows the SmartBorder application interface. At the top, there's a navigation bar with links: » pdf forms » links » change password » help. Below this, a welcome message reads: "Welcome, Andrew Osborne (Customer # 9999999-TEST BROKERAGE INC)". The main content area is divided into two sections: "Your Recent Customs Activity" and "Your Recent Freight Activity".

Your Recent Customs Activity

SB #	Trans Type	Created On	Entry #	Released On	FDA Status	Duty	Bill #	Bill Total	Shipper Ref	Shipment Broker Ref / Value	Consignee
16221839	BCS	04/29/2009 1:55p		(pending)		\$ 0.00	***		7171	\$ 2,134.20	0000204-8
14973265	CREDIT	12/01/2008 2:19p	0000142-0	(n/a)		\$ 0.00		\$ 0.00	MEDVAL	\$ 0.00	142
14656176	CRL	10/28/2008 9:38a	0000142-0	(pending)		\$ 25.00	142	\$ 72.00	MEDVAL	\$ 0.00	142
14168528	CRL	09/08/2008 2:15p	0000116-4	(pending)		\$ 72.00	116	\$ 72.00	MEDVAL	\$ 0.00	116

Navigation: page 1/1

Your Recent Freight Activity

SB #	Service Type	Shipper Ref #	Pickup Date	Status	Quoted \$	Actual \$	Bill #	Bill Total
(no recent activity found)								

Navigation: (no recent activity found)

Important Messages/Information

- **Forms** – Used to create proformas, post data to broker, and print proformas
- **Transactions** – Used to track shipment status and/or print customs documents
- **Tariff Picker** – Tool for classifying goods in the Harmonized Tariff Schedule
- **Other Features** – PDF forms, other useful links, Change Password function, etc.
- **Recent Activity** – This main screen displays your most recent transactions

Problems Logging In

Often time security settings on computers can prevent SmartBorder from downloading and running. Please perform these steps. The initial install may require full administrative rights/access in order to properly download the files. Any updates will also require that the user have rights to download the necessary files to update the application.

1. Disable firewalls and virus scanners you may have running.
2. Do all windows updates: <http://windowsupdate.microsoft.com>
3. Run: <http://www.smartborder.com/sbdependsxpsp2.msi>
4. Delete the c:\Program Files\South Ranch.
5. Make www.smartborder.com and sb.smartborder.com "trusted sites" on your machine by doing this:
 - a. Open Internet Explorer

- b. Go to "Tools", "Internet Options"
 - c. Click the "Security" tab, then click "Trusted Sites", then the "Sites..." button
 - d. Add <http://www.smartborder.com/> and <http://sb.smartborder.com/> to the list.
 - e. Uncheck the "require server verification..." box
 - f. Click Custom Level to check the ActiveX control settings. They should be set as follows:
 - i. Binary Scripts and Behaviors – Enabled
 - ii. Run ActiveX and plug ins – Enabled
 - iii. Script ActiveX controls marked safe for scripting – Enabled
 - iv. Download signed ActiveX Controls – prompt (recommended)
6. 6. Re-login to SmartBorder from <http://www.smartborder.com/>

Terminal Server Access

- To install SmartBorder on a citrix/terminal server, a user that has admin rights needs to log into the shipper side (via www.smartborder.com) from within the citrix environment.
- End users should NOT log into the shipper side using the website.
- A shortcut needs to be put on their citrix desktop which points to the file SB_Client_V3.exe in the Program Files\South Ranch\SmartBorder\Client folder. That is the icon your users should click to access the SmartBorder shipper side.
- When SB issues updates to the Shipper side (which are infrequent), you will have to repeat step 1, making sure that nobody else is logged into SmartBorder on the Citrix server at the same time.

SmartBorder Forms

Click the Forms Module button to start the SmartBorder Shipper - Forms Module™. The main menu screen contains the following items:

Creating a New Pro Forma Invoice

- Click the **New** button 

Exporter/Shipper

- The Exporter/Shipper field defaults to your company.
- If you need to change it, click List. Then:
 - Click **Add** to add a new shipping location or Click **Edit** to edit the information for a shipper
 - Click **Save** after you have entered the information
 - Click **Select** to select the correct party

Consignee(s)

- If you have a single consignee:
 - Click the **List** button
 - Select the consignee or click **Add** to enter a consignee that isn't loaded yet
- If you need to assign a different consignee to each line item:
 - Click the **Switch to Line Mode** button. You will enter the consignees later on the line items
- If you need to enter a list of consignees that aren't listed by line:
 - Select the buyer or enter line release data
 - Click the **Switch to Grid Mode**
 - Click the **Add** button
 - Select a consignee
 - Click **Add** again until all of the consignees on this shipment are entered

Buyer(s)

- The Buyer is another name/address button. Use it to select or add the buyer to the pro forma invoice, if the buyer is a different party from the consignee. The buyer information may be edited. If there are multiple buyers, leave this field blank.

Shipper Reference Number

- Think of the Shipper Reference Number as the file name for the pro forma invoices. It should be unique and meaningful for each shipment.

SmartBorder Number

- Each invoice is automatically assigned a unique SmartBorder number.

Invoice Date

- The invoice date defaults to the current date. To select a different date, click the drop-down calendar. Click the date on the calendar to change the current date.

Line Release and PAPS or E-Manifest

- If the goods qualify for line release, and if you are set up with line release barcodes from U.S. Customs, a line release barcode can be specified to print on the pro forma. Check the line release barcode box. Click **Add** and then select from a list of line release barcodes (if any), from which one can be selected to appear on the pro forma invoice. If a barcode has already been selected for this pro forma, it may be changed or deleted.
- If the shipment is PAPS, check the PAPS PRO # box and enter the SCAC, PRO #, and Carrier Name. This will print the scannable barcode on the invoice.
- If the shipment is E-Manifest, skip this section for now.

Terms of Sale

- Click the ellipsis button and select **Plant**, **Destination**, or **Other**. Choosing “Plant” means that the buyer is responsible for duty, freight, and insurance. Choosing “Destination” means that the seller is responsible for duty, freight, and insurance. If neither Plant nor Destination applies, then select **Other** and the applicable INCOTERM may be typed in the blank field. Note: This is not a mandatory field.

Related/Not Related

- Check one box to indicate whether the parties in this transaction are related or not related (in a business sense).

Carrier

- Select the ellipsis button to select the carrier or enter the name of the carrier.

Mode of Transport

- Click the ellipsis button to select the Mode Of Transportation

Shipping Weight

- Enter the shipping weight in kilograms. Click the ellipsis icon next to the field to convert from pounds to kilograms. Type the weight in pounds, then press enter. The converted weight appears in the field.

Reason for Export

- Enter the reason for exporting the goods if they are not to be sold. Some examples of when this would be appropriate include Temporary Importation Bonds, repairs, and warranties.

Duty and Fees

- Select the option from the drop-down list that corresponds to the party to be billed for the U.S. Customs clearance (Shipper, Consignee, or Buyer). This is a mandatory field.

State of Destination

- Enter the two-letter abbreviation for the U.S. state that is the destination of the shipment or click the ellipsis for a pick list of abbreviations. If the goods are destined for more than one state or if the entry summary represents a consolidated shipment, then report the state of destination with the greatest aggregate value. The code for the state where the entry is filed is also acceptable.

Port of Entry

- Select the code from the pick list for the U.S. port of entry for the shipment. If unsure about the exact port of entry, use the port where you think the goods will enter the United States. Some examples of port codes include:

Buffalo, NY	0901-010
Boston, MA	0401-010
Los Angeles, CA	2704-010

Tip: Click the column headers ("Code" or "Description") to sort the information numerically or alphabetically, ascending or descending. Click the row containing the port code, then **SELECT**. Another option to move quickly through the list is click on any row in the list, and then start typing either the port code or the port name to jump directly to that item in the list.

Line Items

- Enter line items for commodities being shipped to appear in the grid. Three buttons, appearing to the right of the grid, perform certain actions: **ADD**, **EDIT**, and **DELETE**. However, not all buttons may be available depending on the stage in the process.
 - ADD** inserts a new line item to the pro forma invoice. Clicking this brings up a prompt asking, "Do you want to select a product from the Product List?"
 - EDIT** changes line item information.
 - DELETE** removes the selected line.
- The following items can be entered for a given line item:
 - Number of Packages.** Use this field to enter the number and kinds of packages such as "10 pallets." It is the number of packages being shipped – not the quantity of units.
 - Package Description.** The type of package being used to ship the product. Click the ellipsis icon to access a pick list of package types.
 - Commercial Description.** The description for the goods being shipped.
 - Description continuation.** You can enter an additional description when the description of goods field is non-editable.
 - Country of Origin ("C/O").** The two-character ISO code indicating the country of origin with the exception of Canada. For Canada, use the province of origin for the line item. If unsure of the correct country code, click the ellipsis icon to see a list of valid country codes.
 - Gross Weight (KG).** Weight for shipment should be reported in kilograms; if in pounds, use the converter provided.
 - Quantity.** The number of individual units being shipped.
 - UOM.** Enter a three-character code (or less) such as Pcs (pieces), Doz (Dozen), SqM (Square Meters), BdF (Board Feet), BdM (Board Meters), Grs (Gross), Kg (Kilograms), LnM (Linear Meters), etc. Click the ellipsis icon to access a pick list of codes.
 - Price.** Enter the unit price of the goods.

- **Value of Goods.** The extended price automatically calculates from the quantity and unit price. The decimal places are always two (2) places.
- **HS Tariff #(s).** This field is for the Harmonized Tariff System of the United States (HTSUS) Tariff Number. These numbers are codes set up by U.S. Customs for every commodity that can be shipped. If you know the codes for your goods, use them as often as possible to avoid any confusion when clearing shipments through U.S. Customs. If you're unsure about the codes, contact your broker to avoid any unnecessary delays at the border. The broker can add products and classification numbers to your profile.
- **Tariff Quantity.** Click edit on the tariff line to enter the required quantity for customs. The unit of measure required (if any) will be displayed.
- **Special Program Indicator ("S/P").** The code for the special program indicator that applies to the line item. Click Edit on the tariff number to enter the program indicators
- **FDA.** Enter a confirmation number if you have already filed prior notice. If not, enter the FDA quantity and FDA Unit of Measure if highlighted in yellow.

For Further Information Contact

- Enter the information (name, phone number, etc.) pertaining to the first party to contact if there are any questions regarding this shipment.

Estimated Freight Charges to Destination

- Enter the estimated freight charges to destination in this box. This is especially important if the "Deduct Freight" box is checked (see "Above Prices Include"), since freight can only be deducted from the invoice price if the cost of the freight charges is provided. Providing this information may result in savings on duty and fees.

Above Prices Include

- If the prices on the pro forma invoice include duty, brokerage, and/or freight, check the applicable boxes here. These costs can usually be deducted from the price before determining duties on your shipment.

Currency (USD if blank)

- Enter the currency of the values if other than U.S. dollars. Use "CAD" for Canadian funds. Other currencies may be selected from the pick list by clicking the ellipsis icon. Click the ellipsis icon to access a pick list of ISO currency codes.

Invoice Total

- The invoice total is not an editing field. It simply displays the invoice total, and it changes as items are added to the line items grid.

Status

- Click the applicable radio button to indicate if an owner or agent of the shipping party is completing the pro forma invoice.
- Check the "By checking this box I certify that the information provided here is true to the best of my knowledge" box

- Only check the box next to the statement “By checking this box I am posting the pro forma to my broker...” when you are completely finished completing this proforma. After saving, with this box checked, this document cannot be changed.

Attached Notes

- To create a message block that appears at the bottom of the first page of the pro forma invoice, enter it here. It is automatically converted to all upper-case letters.

Saving a Pro Forma Invoice

- Click the **Save** icon, **File - Save**, or press **CTRL+S** on the keyboard.
 - A note appears advising that the pro forma invoice has been saved. Click OK. The program returns to the invoice that was just created.

Post Proforma To Broker

- When you are ready to post your proforma to the broker, you must check the box labeled “**By checking this box I am posting this proforma to my broker**”. Then save the file.
- Once this is posted, you can no longer modify this proforma data.
- A series of validations may prevent you from posting to the broker until all errors are corrected on your proforma

Consignee Query

- If you have this feature activated on your user account, a query will be run automatically on all shipments over \$2,000 in value.
- This query runs upon saving your proforma

Closing a Pro Forma Invoice

- Click **File - Exit** (or the close button in the top right corner of the window) to close the proforma currently being edited and clear the screen.
 - If any changes have been made to the pro forma or attached forms, the system will prompt you to save changes Note: Selecting Yes overwrites an older version of that pro forma, No retains the older version and does not save the current version, and Cancel aborts the saving process and returns to editing.

Open an Existing Pro Forma Invoice


- Click the **Open** icon  or File - Open. The Open Proforma window appears and automatically displays a list of the last twenty-five (25) invoices.

Grid


- To search for a particular invoice, click the radio button for Use Search Filters (Grid). Click **ADD** to select search criteria. One or more of the following may be selected:
 - Invoice Date (may use the drop-down calendar to specify a single date or a range of dates)
 - Shipper Reference #
 - Invoice Total
 - State of Destination
 - Carrier
 - Created on
 - Modified on
- Additional search criteria can be added if desired. When all search criteria are selected, click **No**. The search runs automatically and the results are displayed in the lower half of the Open Proforma window.
- Double-click the row that contains the invoice to be opened. The pro forma invoice can be revised or printed (as long as it has not been posted to the broker). Remember to save the pro forma invoice when editing is complete.

Open an Existing Pro Forma Invoice as a Template



This function enables you to “re-use” a previous pro forma invoice. Adjustments are made to the information on the invoice being used as a template, a new Shipper’s Reference number (required) is entered, and the document is saved as a new pro forma invoice.

- Click the **Open** icon  or File - Open.
- If the invoice to be used as a template is in the list of the last 25 modified, click the appropriate row, then click **Open As Template**. If it does not appear, then use the steps provided on the previous page to search for and select the invoice.
- When the invoice appears in the grid, click the row, and then click **Open As Template**.
- The search results can be refreshed using **REFRESH**.
- Make desired changes to the pro forma invoice and continue as described previously. A new SmartBorder number is assigned to this pro forma invoice.

Pro Forma Menu – Print Preview

- Open the pro forma invoice to be previewed.
- Click the Print icon , File – Print Preview, or CTRL+P. A “Print Preview” copy automatically displays. Use the vertical and horizontal scroll bars to see different sections of the invoice, or use the Maximize icon in the upper right corner of the window to expand the window to its fullest size.
- After the invoice is previewed, close the window using the Close icon in the upper right corner. Invoices that have not been posted to the broker cannot be printed.

Pro Forma Menu – Print

- Open the pro forma invoice to be printed.
- Click the Print icon  or File - Print. A “Print Preview” copy automatically displays. Use the vertical and horizontal scroll bars to see different sections of the invoice, or use the Maximize icon in the upper right corner of the window to expand the window to its fullest size.
- After the invoice is previewed, click the printer icon  on this window to continue with the next step. The Select # of Copies to Print window displays a list of forms (described on the following pages). Those that are attached to the pro forma invoice should display a “1” in the number of copies column. Increase (+) or decrease (-) the number of copies for the forms by clicking the plus/minus symbols on the appropriate row. The Print Setup window appears for your printer. Double-check the properties for the printer to ensure that they are set for 8 ½” by 11” paper, portrait mode.
- Press OK when ready to print. When printing is complete, the program returns to the print preview window. Close this window using the Close icon in the upper right corner of the window.
- Other options on the initial print preview window include “Find” and “Export.” Clicking the Find icon enables searches through the pro forma invoice for words or phrases that are specified. Export is discussed separately in this manual.

Exporting Information from the Pro Forma Invoice (E-Mailing the Proforma)

- Access the print preview screen as described previously.
- Click the Export icon, which is next to the printer icon.
- Based on the data requirements for the software you are using, select the appropriate Format and Destination. Common options are available by clicking the drop-down arrows for pick lists. Selecting PDF and Disk file will allow you to save the proforma as a PDF file to attach to an email.

Importing Shipment Data via EDI

You can upload your shipment data from an excel spreadsheet to the SmartBorder shipper application. This is done using the SB Standard Proforma Import Feature. This must be setup by your Customs Broker with SmartBorder.

- Click on **Forms**
- Then Click **File, SmartBorder Proforma Import**
- Locate and select the desired import file from the browser.
 - Your broker can provide you with the Standard Import Template
 - A customized sheet could also be used (programming required)
- A grid will pop up that contains the imported proformas
- Each shipper reference number will create a separate proforma
- Open each proforma invoice and complete the missing information
- Then Click **Post to Broker**

Attached Forms

Information can be carried over from the pro forma invoice when that option is selected after choosing a form. If information is not carried over to the form, a blank form is printed. The information that carries over varies from form to form, and is explained below for each form.

1. First, create the pro forma invoice.
2. Save the pro forma invoice if desired but **do not post** it to your broker until all forms have been attached and all changes have been made to the invoice.
3. Following is the list of forms, a brief description, and the information that carries over from the pro forma for each form. Contact your broker for more information about the use of each form with respect to U.S. Customs' requirements.

NAFTA Certificate of Origin

- The NAFTA Certificate of Origin is the document that tells U.S. Customs which of your goods, if any, qualify for Free Trade consideration under the North American Free Trade Agreement (Valid countries: United States, Mexico, & Canada).
- Item(s) that carry over from the pro forma are:
- Exporter Name/Address - from the Export/Shipper
- Line Items - When adding a NAFTA certificate, all line items are carried over to the form. However, you are given the option to delete line items that are not covered by the certificate.
- **Note:** When using a blanket NAFTA certificate, use the drop-down calendars to indicate its start and end dates.

Inward Cargo Manifest

- The Inward Cargo Manifest is a form that summarizes the shipment in terms of the truckload or other conveyance. For example, if you shipped 300 boxes of nails loaded onto 3 pallets, on the pro forma you

might list the commodity as 300 boxes, but on the manifest you should list 3 pallets. Enter your shipment information in the appropriate fields.

- Print two (2) copies of the manifest for the driver. The driver signs the form where it states “Master or Person in Charge.” This form is only to be signed by the driver.
- **Note:** No information is carried over from the pro forma invoice.

Bill of Lading

- This Bill of Lading is a simple, standard bill of lading.
- Item(s) that carry over from the pro forma are:
 - Shipper
 - Consignee
 - Carrier Name
 - Ship Date (same as Invoice Date – change if necessary)
 - Line Items - When adding the Bill of Lading, the option is given to copy the line item information from the pro forma invoice into the bill of lading.
 - Shipper Reference #

FCC Form 740

- This form is used for products that fall under the jurisdiction of the Federal Communications Commission.
 - **Note:** No information is carried over from the pro forma invoice.
 - **Note:** Clicking the ellipsis icon next to the word “Declaration” in Part II brings up a pick list of options. Highlight the correct description on the pop-up window, and then click SELECT to return to the FCC form.

FDA Form 2877

- Certain information must be provided for products that fall under the jurisdiction of the U.S. Food and Drug Administration (FDA). FDA Form 2877 is the Declaration for Imported Electronic Products Subject to Radiation Control Standards.
 - **Note:** No information is carried over from the pro forma invoice.

FCC Form 740 Instruction Sheet

- This form is an instruction sheet for the FCC Form 740 and requires no editing. It is not attached to the pro forma invoice like other forms but is simply printed by increasing the number of copies for FCC Form 740 Instruction Sheet on the print menu.

Transactions Module

This module allows users to see the status of shipments including release date and time, port of entry, and invoice number. You can also preview and print invoices, CF7501s, and CF3461s.

- The SmartBorder shipper interface main screen will provide you with recent customs activity. By clicking the SB#, it will pull up details on that transaction.
- To search for more transactions, click **Transactions** to view detailed information about shipments. The Transaction Grid window appears.
- Click **Add** to set filters to determine which transactions will appear in the window.
- The pop-up window, Search, allows users to select the filter(s) that will be applied to the data. Users may search by Created On, Completed Bills, Release Date, Entry Date, Bill Date, Port of Entry, Shipper Ref #, or Shipment Value. Use the drop-down calendars to search by dates for “From Date” and “To Date.”
- Click **OK** when the first search filter is entered. A prompt asks if you would like to add filters. If more are to be added, repeat the filter selection process. Otherwise, click **NO**.
- Click **OK** after all filters has been set. Data automatically fills into the grid. Move right, left, up, or down in the grid using the vertical and horizontal scroll bars as needed. Not every column will contain information.
- The grid may be exported to Excel (if installed on your computer) for reporting, analysis, and subsequent exporting to other applications. Click **File, Export Grid to Excel**. Excel will automatically start and the data will fill in from the grid.
 - Double click a line to view the details for that shipment, you will see:
 - Assigned SmartBorder number
 - Transaction type
 - When the entry was created
 - Bill number
 - Shipper reference number
 - Shipment value
 - Billing date
 - Broker reference number
 - Port of entry
 - Bill total
 - Brokers entry number
 - Duty amount
 - SCAC code
 - Master Bill of Lading
 - When docs were validated from the Proforma
 - When the broker completed the release documents
 - When the shipment was transmitted to customs
 - When the release was accepted by customs
 - When customs released the shipment
 - When the FDA status was updated if there was FDA on the shipment
- Under available documents, you will see any documents that are available to you to print. You can click on the document and print it.
- Click the Customs (ABI) Messages tab to see the ABI messages that were transmitted from CBP for this shipment.

Creating an eManifest from a Proforma

Combining the SmartBorder Shipper application with the eManifest application can allow you to eliminate processing time for your shipments. Once you're setup, any proforma invoices created with your SCAC will be loaded into the eManifest application.

Using the ACE BOL Tool

First, you must process your proforma with the appropriate SCAC using the ACE BOL Tool.

- If the shipment is E-Manifest, click the **ACE BOL Tool** at the top of the Proforma.
- Click yes to have the system automatically create the bills of lading.
- Enter the Carriers SCAC code, the email address that will show up in the "from" address of the email message, and the carriers notification email address. Enter any notes to be emailed to the carrier.
- Click **Add** to add more bills of lading, or edit to change information on a bill of lading.
- Click **Send Now** to email the carrier the bill of lading information.

Importing your Proforma in "My SmartBorder" eManifest

- Click **Proforma Shipments**
- You will see a list of available bill of ladings that have been posted. You can use the filter/search box to find the bill of ladings you are looking for
- To create a shipment from a bill of lading, click the bill of lading (or hold down CTRL and click multiple bills of lading) and click the "create shipments" button
- The lines will turn green and indicate a "yes" under ATM processed. These shipments will also be available in your list of shipments when you click "shipment" from the left hand panel.
- Click the bill of lading and click the open shipment button on the bottom of the screen to complete and transmit the shipment to customs.
- You can highlight a shipment and click the Mark as Processed button to manually mark the shipment processed.

Using the Tariff Picker

The tariff picker allows you to search for tariff numbers for your products.

Searching by Description

- Click the **Tariff Picker** from the main Shipper interface screen
- Click the **Search** button at the bottom of the screen to search by a description
- Select the field to search
- Select the **Starts With** or **Contains** button
- Enter your **Search Description**
- Click the **Search** button
- Review the Tariff Numbers that contain your search criteria
- When you highlight a Tariff Number you will be able to see the following information:
 - Required Unit(s) of Measure
 - Beginning and Ending Effective Dates
 - The Date the Tariff was last queried from Customs
 - The Duty Rates (Column 1 and Column 2)
 - Any OGA (Other Government Agency) Codes
 - Any Valid Special Program Indicators (SPI) or Countries that are excluded from GSP
 - Any other Tariff Flags such as ADD or Quota
- Select the Special Rates tab
- See if there are any IRS Taxes and/or User Fees or Country Specific Special Rates
- You can click **Change the Effective Date** to see what Tariff Numbers are effective on a certain date

Searching by Chapter

- Enter the chapter of the Harmonized Tariff Schedule (i.e. 01)
- Click **Show Chapter**
- This will give you all available tariff numbers for that chapter

Appendix A- System Requirements

Hardware

Because of the complexity of the SmartBorder® software, we now require the following as a minimum configuration:

- Intel® PentiumIII processor, 500MHz (Pentium 4 processors running at 1.0GHz or higher are recommended)
- 128 Megabytes of RAM (memory) (256 MB RAM or more is recommended)
- 100MB free disk space

Software

Microsoft® establishes “life-cycles” for each of its products, and stops supporting older versions of its software at the end of those life cycles. Because of this, we can no longer support issues with systems that continue to utilize these software products:

- Microsoft® **Windows 98** – support from Microsoft® ended JANUARY 16, 2004.
- Microsoft® **Windows 95** – support from Microsoft® ended January 1, 2002.
- Microsoft® Internet Explorer, versions 5.5 SP1 or earlier – support for 5.5 SP1 ended September 30, 2002. (Note: Support for Internet Explorer 5.5 SP2 will end December 31, 2003.)

SmartBorder® currently recommends Windows XP (Home or Professional) or Windows Vista/Seven as an operating system.

- à Internet Explorer version 6.0 (or higher) is **required**.
- à SmartBorder cannot be used on other browsers such as Mozilla Firefox, Opera, etc.

In addition, there are certain third-party technologies employed by SmartBorder® that are also used by other applications. SmartBorder® is developed and tested on current versions of these products.

- **Microsoft Data Access Components (MDAC)** – this is a technology, which allows applications to access database information across the Internet. The current version in use by SmartBorder® is 2.8. SmartBorder® attempts to keep your version current when you log in; however, in some cases, other software running on your system may prevent SmartBorder® from updating your version of MDAC. If that happens, we may ask you during a support call to update your version of MDAC. MDAC version 2.8 can be downloaded from Microsoft by visiting <http://www.microsoft.com/data/Default.aspx> and looking for the “MDAC 2.8” link under the “Downloads” section along the right side of that page.
- **Crystal Reports Viewer** – this is a product from Seagate Software, and is used in many commercial software applications, particularly in accounting packages. SmartBorder® is developed with version 8.5, and as with MDAC, SmartBorder® attempts to keep your system current. If you have problems viewing or printing our forms, it may be that another product on 2 your machine has changed the version of Crystal Reports that you are running. You can “refresh” your version by following these steps:
 - Make sure you are not logged into SmartBorder®.
 - Click/Go to one of the following links, depending on what version of Windows you are running:
 - Windows 98, Me: <http://www.smartborder.com/cleancrystal.bat>
 - Windows NT, 2000: <http://www.smartborder.com/cleancrystalNT.bat>
 - Windows XP: <http://www.smartborder.com/cleancrystalXP.bat>
 - If your browser asks you, select "Run" or "Open" (rather than "Save").
 - A black (DOS command) window will open. The program will clean up your Crystal Reports viewer files, then you should see the message "Press any key to continue..." in the black window.

- Press any key, the black window will close.
- Log into SmartBorder® and your Crystal Reports viewer files will be refreshed.

Internet Connection Speed

Due to the ever-increasing amount of information being transmitted between a user's machine and the SmartBorder® servers, we can no longer support issues with users who are not running with Internet connection speeds of at least 128kbs (comparable or better than those of ISDN, cable modem, DSL, or T1 Internet connections).